



Global Support and Services



Nokia ACCESS, ACCESS PLUS

Nokia End Customer Services

Nokia ACCESS Service Packages are 1-year, 2-year, or 3-year contract service packages that are designed for sale to end customers by Nokia and Nokia channel distributors and resellers.

These services offer complete, comprehensive support provided by Nokia directly to the end customer. For most product solutions, Nokia provides First Call—Final Resolution technical support as part of our ACCESS Service. This means Nokia offers end-customers a global single point of contact, expert assistance and resolution not only for Nokia IP Security Platforms and operating systems, but also for the supported applications designed to run on them (e.g. Check Point™ VPN-1®/ Firewall-1®). Worldwide, end customers rely on Nokia and Nokia ACCESS support for a complete product and technical support solution.

ACCESS options

ACCESS combines Nokia Software Subscription service, Nokia Technical Assistance Center (TAC) support with a 2-hour response target, access to Nokia Support Web, and Hardware Advance Replacement. ACCESS options include 5 x 8 or 7 x 24 coverage choices.

ACCESS PLUS offers Nokia software subscription service, TAC support (with a 2-hour response target), and access to Nokia Support Web. Instead of Advance Replacement, the "PLUS" version offers On-site Hardware Replacement with either 5 x 8 x Next Business Day or 7 x 24 x 4-hour coverage. For a complete end customer service solution, ACCESS and ACCESS PLUS end-customer packages can be combined with other services like Training and Installation Services.

The benefits of service

ACCESS and ACCESS PLUS Services ensure fast resolution of all Nokia product-related issues by putting end-customers in direct contact with both the Nokia Support Web and the global Nokia service team.

- Benefits include: Single source of technical assistance for both hardware and software problems. Nokia TAC offers fast, secure access to Nokia Service Engineers with a managed case administration system.
- Hardware Advance Replacement offers a fast and economical method of maintaining an unlimited "virtual spares" inventory or replenishing an actual spares holding.
- Using the Nokia Support Web, end-user technicians have efficient and immediate access to the information they need in order to work proactively to improve their knowledge and overall performance of the network.
- If a critical issue arises which cannot be resolved by using Support Web, fully trained, high-level TAC Engineers can be contacted 24 hours a day, 7 days a week, to perform remote troubleshooting.
- The customer and product information is in a unified database that can be accessed from all TAC locations to provide comprehensive technical assistance worldwide.
- TAC offers wide expertise in Nokia technologies; Nokia First Call—Final Resolution support is offered to end customer support organizations worldwide.
- If an issue arises that is not quickly resolved, a proven escalation process ensures the continuity of the service request.
- Each Nokia TAC has a laboratory to simulate and do troubleshooting of complex problems.
- Through Nokia Support Web's sophisticated yet easy to use web-based call logging, tracking and reporting facility, trouble calls are registered and validated against the service level agreement.

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Nokia ACCESS and ACCESS PLUS Service Options and Features

Service Options	ACCESS Choices			
Service Features	ACCESS 5 x 8	ACCESS 7 x 24	ACCESS PLUS 5 x 8	ACCESS PLUS 7 x 24
On-Site Hardware Replacement 7 x 24 x 4				Yes, 4-hr response
On-Site Hardware Replacement 5 x 8 x NBD			Yes, NBD response	^
Hardware Advance Replacement	Yes	Yes	^	^
Nokia Software Subscription	Yes	Yes	Yes	Yes
Nokia Support Web Access	Yes	Yes	Yes	Yes
Third-Party Software Subscription	Sold Separately	Sold Separately	Sold Separately	Sold Separately
Direct Nokia TAC Support Coverage	5 x 8	7 x 24	5 x 8	7 x 24
TAC Target Response Time	2 Hours	2 Hours	2 Hours	2 Hours

World-class Nokia customer support

Every Nokia solution is backed by a global support infrastructure, world-class facilities and expertise to ensure the installation, maintenance and operational integrity of our products. The Nokia Global Support and Services team provides consistently excellent support and service—from technical assistance to on-site field service—to today's leading businesses around the globe.

Nokia maintains global Technical Assistance Centers, delivering around-the-clock web and telephone assistance.

The Nokia Americas Technical Assistance Center (TAC) has achieved the coveted Support Center Practices (SCP) Certification for the delivery of world-class customer support. The culmination of over 12 months intensive effort in measuring, documenting and improving

TAC customer service procedures resulted in SCP Certification. The SCP Certification program, developed and administered by the Service and Support Professionals Association (SSPA) in conjunction with Service Strategies Corporation, represents the global industry "gold standard" of assured quality in the delivery of customer support and exceptional service.

Support Web and Service Contract Center

Our Nokia Support Web site serves as our customers' portal to secure, expert technical assistance, case handling, knowledge base, search tools, information, software and technical training.

Also helping change the way our Nokia resellers, service providers, and distributors deliver and administer support services, Nokia Global Support and Services provides access to the Nokia Support Web and its

sophisticated online service facility, the Service Contract Center, as the place to register, activate, track and manage service agreements—online, any time. The Service Contract Center puts the power of Nokia's best-in-class Customer Relationship Management system onto Nokia resellers' and service providers' desktops. The Service Contract Center serves as a virtual "back office" for the activation and management of support service for the Nokia solutions sold to our customers.

Using the Service Certificate and Registration Process, resellers and service providers link a purchased Nokia support service to the product and customer it will cover. The result is absolute assurance that resellers, service providers and their customers receive the exact Nokia support and service that they have purchased, and have constant visibility and control of their service business.



SERVICE SUMMARY*

Service provided to:	End customers
Term/Invoicing:	One year, two years, three years/in advance
Prerequisites:	<ul style="list-style-type: none"> • Products installed by a non-authorized party must be Installation Certified at the current Nokia T&M (Time and Materials) rates • Nokia software must be at current release or one release previous
Dependencies:	Third-Party software applications must have associated software subscription coverage to be supported (typically purchased from third-party vendor or in some cases, from Nokia)
Lead Time:	Immediate activation upon successful registration of service agreement
Receivables: (to Nokia)	<ul style="list-style-type: none"> • Purchase Order • Nokia Support Web registration of Service Agreement by reseller at https://support.nokia.com • End customer must provide serial number of contracted platform and/or sign electronic licensing agreement prior to software downloads to ensure entitlement • If Advance Replacement is delivered in lieu of contracted "PLUS" on-site service, end customer must return ship replaced defective units at their own expense within 5 days of receipt of Advance Replacement (A/R) • Replacement Fee equal to full non-discounted price of the product will apply for any units not received by Nokia within 30 days of Return Materials Authorization (RMA) initiation • Complete End Customer Site Contact Form information, with current address of physical location
Deliverables (from Nokia):	<ul style="list-style-type: none"> • Password for secure access to Nokia Support Web • Invoice upon contract initiation/renewal
Other Fees:	<ul style="list-style-type: none"> • End customer must accept contract renewal within 60 days of contract expiration to avoid Contract Reinstatement Charge • End customer must return ship replaced defective units at their own expense within 5 days of receipt of A/R • Replacement Fee equal to full non-discounted price of the product will apply for any units not received by Nokia within 30 days of RMA initiation.
End Customer Responsibilities:	<ul style="list-style-type: none"> • Obtain RMA numbers from Nokia TAC, package and ship according to instructions; return products subject to A/R in timely manner or pay related fees • Pay for shipping to Nokia any defective parts under RMA procedures • Pay for any customs and duties associated with product RMA procedures • Maintain software at current release, or no later than one (1) release previous • Verify operation of all telephone circuits and digital services • Provide accurate site location, contact and specific product information and notify Nokia of equipment moves • Endeavor to place all Nokia products under agreement (all products at same location should be at similar service levels) • Maintain personnel with adequate technical expertise and training to assist Nokia in providing troubleshooting and problem resolution
Reseller Responsibilities:	If ACCESS support is sold by reseller: register product and end customer information for all products to be supported under this Agreement at: Nokia Service Contract Center and maintain correct customer information
Exclusions:	<p>This service does not cover the following:</p> <ul style="list-style-type: none"> • Nokia IP30 products • Non-Nokia software updates or non-Nokia hardware related problems • Telephone, e-mail or on-site support for installation activities • Altered product, except as authorized by Nokia • Products installed, operated, or maintained not in accordance with specifications supplied by Nokia • Products subjected to unusual physical or electrical stress, misuse, negligence or accident, or used in ultra-hazardous activities • Out of revision products (products shipped more than 36 months prior to contract initiation) • Third-Party, non-Nokia software updates or non-Nokia hardware related problems • Non-mandatory hardware changes • IPSO software upgrades/updates designated as 'major' features and sold by Nokia as new products

* This information is subject to change. For the most up-to-date information, please refer to the current issue of the Nokia Internet Communications GSS Supplement.

About Nokia

Nokia is the world leader in mobile communications. Backed by its experience, innovation, user-friendliness and secure solutions, the company has become the leading supplier of mobile phones and a leading supplier of mobile, fixed broadband and IP networks. By adding mobility to the Internet Nokia creates new opportunities for companies and further enriches the daily lives of people. Nokia is a broadly held company with listings on six major exchanges.

About Nokia Internet Communications

Nokia Internet Communications, headquartered in Mountain View, California, provides world-class Network Security,

Virtual Private Network and Internet Traffic and Content Management solutions that ensure the security and reliability of corporate enterprise and managed service provider networks. Nokia is committed to enhancing the end user experience by bringing a new level of security and reliability to the network, enabling an Internet transaction that is personal and trusted-each and every time.

For more information, please visit www.nokia.com and click on Secure Network Solutions. Nokia Internet security and virtual private network appliances span the spectrum of price/performance points, and secure the widest range of network environments-from the smallest branch office to the largest Internet data center. The expansive product line, backed by world-class global support and services, provides customers the ability to deploy multiple solutions from a single product to secure all elements of a distributed enterprise.

Nokia Internet Communications

Americas

313 Fairchild Drive
Mountain View, CA 94043
Tel: 1 877 997 9199
E-mail: internet.na@nokia.com

Europe, Middle East and Africa

Nokia House, Summit Avenue
Southwood, Hampshire, GU14 ONG, UK
Tel UK: +44 161 601 8908
Tel France: +33 170 708 166
E-mail: internet.emea@nokia.com

Asia Pacific

438B Alexandra Road
#07-00 Alexandra Technopark, Singapore 119968
Tel: +65 6588 3364
E-mail: internet.apac@nokia.com

www.nokia.com



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